

## **Easy to Read: Do you have questions about Community First Choice (CFC)?**

### ***What is CFC?***

Community First Choice (CFC) is a new choice that offers help for daily living. CFC can also help you learn to do more to help yourself at home. CFC can help you learn more about managing your staff.

### ***How do I know if I could choose CFC?***

You must:

Have Medicaid and need the same care that people get in a facility like a nursing home, institution, residential psychiatric treatment center (21 years old and under), or institution for people with mental disease (65 and older).

### ***What services does CFC offer?***

- Case manager – to write your plan and help you make changes to it
- Community First Choice Personal Care Services (CFC-PCS)
- Someone to watch over you and give you reminders
- Training to do more to help yourself at home
- Training on how to choose and manage your staff
- A Personal Emergency Response System (PERS) – usually a button you push to call for help when you have an emergency

### ***What's the difference between PCA and CFC?***

There are a few main differences.

CFC can help you with someone to watch over you and give reminders if you need it. PCA cannot. CFC tries to help you do more for yourself and take control of more about your services. You can get training to help yourself more at home from CFC. PCA cannot do this.

To get CFC, you must need the same kind of care that people in a nursing home or facility get. To get PCA, you would not have to need that kind of care, just physical help with self care at home.

### ***Is CFC replacing PCA?***

No. CFC is a new choice. PCA will still be available.

***If I have CFC do I have to get all the services in it? What if I don't want to get training to manage staff?***

No, you could choose which CFC services you want.

***If I have PCA do I have to switch to CFC?***

No. If you have a Personal Emergency Response system, or you want one, you will need to have CFC. Your care coordinator can help you learn about your choices.

***I have a waiver. Can I also get CFC?***

Yes.

***I have a waiver and PCA. Will I lose my PCA?***

No. If you have a waiver and PCA now, you will get CFC unless you tell us you don't want CFC.

***Where could I get help to apply for CFC?***

CFC is starting in the summer of 2018. You can go to or call an Aging & Disability Resource Center (ADRC) or a Short-Term Assistance & Referral Program (STAR). You will get an interview that tells you more about the help you need. You will get information so you can choose help. If you want to apply for CFC you will get information on how to contact a care coordinator. A care coordinator will help you apply for CFC.

***Would I get both a case manager and a care coordinator if I have a waiver and CFC?***

No. If you have a waiver and CFC, your care coordinator will still do the same things to help you. Your care coordinator will visit you and write your plan and changes to your plan. If you choose to have only CFC, and not the waiver, your care coordinator will write your plan and changes to your plan. You will contact your care coordinator only when you need help about your plan. Your care coordinator will not make regular monthly visits to you.

***Can I keep my current care coordinator?***

Yes, your care coordinator can help you with your waiver and CFC.

***I have a waiver and PCA. What do I do if I want to make changes to my services?***

Contact your care coordinator. Your care coordinator can help you make the changes. This is called an amendment.

***What does getting signed up automatically in CFC mean?***

It means that you will get the services you are getting now. When it comes time to renew your services for the coming year, your care coordinator will explain CFC so you can choose then. You can ask your care coordinator for changes anytime.

***What do I do if I want all my services I have now to stay the same?***

Nothing. You will keep current services. If you want changes you will talk about this with your care coordinator and your care coordinator will help you.

***What if I don't want CFC?***

Talk with your care coordinator about this. Learn about what CFC offers so you can decide. If you decide you do not want CFC you will sign a form saying you do not want CFC. If you change your mind later you can apply for CFC. Your care coordinator will help you apply.

***What if I have a Personal Emergency Response System (PERS) and want to keep it?***

You will need to have CFC to have a Personal Emergency Response System. You will be enrolled in CFC to keep it.

***Does CFC pay more money to my staff than PCA?***

No, the rate of pay from the state to the agency is the same for the CFC - PCA services. For CFC, if you choose to have your staff train you to be able to do more to care for yourself, the rate of pay to the agency is expected to be a little higher.